

Accessibility Plan Update

January 2025 | December 2026



Indigenous Land Acknowledgement

Southern Health-Santé Sud acknowledges that the land on which it gathers is Treaty 1 and Treaty 3 Territory and the homeland of the Red River Métis. We respect the treaties that were made on these territories and acknowledge the harms and mistakes. We dedicate ourselves to move forward collaboratively in partnership with First Nations, Metis and Inuit peoples in the spirit of reconciliation.



Accessibility Plan Update

Southern Health-Santé Sud

Date of First Approval

December 2016

Updates

April 2022

December 2024

Years Applicable:

January 2025-December 2026

Contact Person: Jennifer Frey: Regional Lead – Human Resources

Contact Information: jfrey@southernhealth.ca (204) 424-6030

Current Accessibility Working Group Members:

Karen Cruise – Disability Case Coordinator

Jennifer Frey – Regional Lead - Human Resources

Linda Boily – Executive Assistant

Ales Morga – Regional Lead – Quality, Planning & Performance

Trish Braun – Planning, Engagement & Board Governance Advisor

Lyndsay Olson – Director - Communications

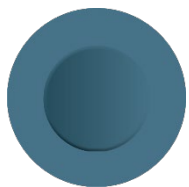
Senior Manager’s Signature: Jennifer Frey - Regional Lead- Human Resources

Information and Feedback

For additional information or to request an alternate format of the Accessibility Plan, please contact Southern Health–Santé Sud at 800-742-6509 or go to <https://www.southernhealth.ca> to provide your feedback on the plan or your experiences, both the successes and challenges, related to Accessibility.

Alternately, visit AccessibilityMB.ca for provincial resources.

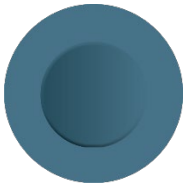




Statement of Commitment

Consistent with our core values of uncompromising integrity, healing compassion, pursuit of excellence, respect for all and purposeful innovation, Southern Health-Santé Sud is committed to ensuring equal access and participation for all people, regardless of their abilities. As a people-centred organization, we aim to fully implement The Accessibility for Manitobans Act (AMA) requirements, including existing standards supporting accessible customer service, employment, and information and communications. We foster an inclusive organizational culture and strive at all times to provide services in a way that respects the dignity and independence of all people. In fulfilling our vision, mission and strategic directions, we believe in working together with our community and partners in a shared effort to provide an accessible environment for all.





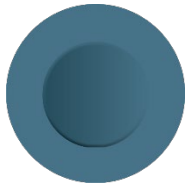
Introduction

The Accessibility for Manitobans Act (AMA), enacted in 2013, calls upon Service Delivery Organizations and other public sector organizations to create and update an accessibility plan every two years. The purpose of the Act is to achieve accessibility by preventing and removing barriers that disable people with respect to:

- (a) employment;
- (b) accommodation;
- (c) the built environment, including
 - (i) facilities, buildings, structures and premises, and
 - (ii) public transportation and transportation infrastructure;
- (d) the delivery and receipt of goods, services and information; and
- (e) a prescribed activity or undertaking

This plan will provide updates on past projects and identify current and future action items to advance accessibility.

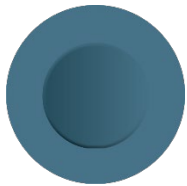




2023 and 2024 Achievements

- ▶ Launched new public website and StaffNET – both sites are mobile and accessibility friendly and feature an integrated toggle for users to change font size and contrast among other options. All site content is being verified to meet accessibility standards by our Communications Team.
- ▶ Accessibility for Manitobans Act education is now included in regional orientation. Any future education that becomes available on the Learning Management System will be supported and employees will be encouraged to complete.
- ▶ Accessibility training for the Communication Standard was rolled out across the organization for all employees.
- ▶ New regional policy templates and other electronic documents have been updated to meet the Accessibility for Manitobans Act.
- ▶ Environment accommodations for staff (lighting, technology, special learning devices, ergonomic equipment).
- ▶ Increased handicapped parking stalls for staff and public.
- ▶ Installation of handrails in hallways (acute and long term care).
- ▶ Purchase of evacuation chairs/sleds for transporting individuals with mobility concerns in emergency situations when elevators are not available
- ▶ Installation of hands-free taps in washrooms (any upgrades or new builds).
- ▶ Assessments have been started of our existing buildings to check for accessibility deficiencies.
- ▶ Additional bariatric equipment has been purchased (lifts, wheelchairs, rooms, beds).
- ▶ Virtual learning has created multiple enhancements to learning environments
- ▶ Visual cues- lanyards of employees who can offer services in French are a different colour from other employees.





Initiatives and Actions: Updates from Previous Plan

1. Employment Regulation

SH-SS has a robust disability management program that we continue to improve upon by offering ongoing education for disability case coordinators (DCCs). The DCCs have attended annual accommodation law conferences to stay up to date on current practices based on legal cases. We have made several improvements to our recruitment program such as increasing positions and resources available. This team has attended various educational events that have focused on best practices to hiring individuals with a variety of backgrounds and needs.

Expected Outcomes:

Improved practices related to the hiring and accommodation process.

2. Education for all supervisors, managers and individuals involved in HR practices related to the Employment Standard

SH-SS has a regular practice for HR to meet with new managers shortly after they start in their position. Education is provided in key areas such as hiring and accommodation of staff. HR also facilitates information and education days based on the latest regulatory and HR trends.

Expected Outcomes:

Understanding and adherence to latest hiring and accommodation practices.

3. Record and track physical barriers and develop plan to address barriers as resources permit

Southern Health-Santé Sud has participated in a provincial capital management team which has worked to develop an assessment tool for facilities.

Expected Outcomes:

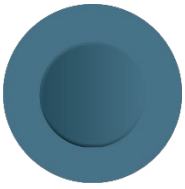
All sites and projects will be prioritized provincially.





Engagement for New Plan....

Trish to add....



Initiatives and Actions: New

1. Accessibility Assessment Project

Starting in early 2025, the Provincial Capital and Facilities Management Team will be launching an Accessibility Assessment Tool that will help do guided assessments of facilities across Manitoba.

Expected Outcome

This tool will help assess the following:

OUTDOOR PUBLIC SPACES

- ▶ Vehicular Access
- ▶ Accessible Routes of Travel (Free of Steps & Curbs)
- ▶ Curb Ramps and Blended Transitions
- ▶ Ramps
- ▶ Landscape Elements
- ▶ Signage
- ▶ Crosswalks
- ▶ Tactile Walking Surface Indicators
- ▶ Stairs

INTERIOR PUBLIC SPACES

- ▶ Building Entrances
- ▶ Front Desk, Reception, And Waiting Areas
- ▶ Elevators
- ▶ Corridors
- ▶ Public Barrier-Free and Universal Washrooms
- ▶ Wayfinding

The tool includes clear guidelines for assessing compliance levels. Once assessments have been complete, an action plan will be developed with prioritized projects across the province.

2. Communications

Work is underway to replace all existing forms and documents with integrated webforms, MS Forms or new and improved templates that meet the new accessibility standards. New content forms will feature an incorporated field required confirmation that all uploads meet accessibility standards. Non-compliance with these standards will result in a returned submission. In addition, disclaimers will be integrated for any content that is not available



in an accessible format to ensure there is a readily available option to submit a request for an accessible format.

All colours and fonts used on the new website will meet accessibility standards. [Graphics Standard Manual](#) will be updated to reflect the news standard and include references to the Accessibility for Manitobans Act and the Accessibility Standard for Information and Communication webpage.

Expected Outcomes:

All Southern Health-Santé Sud online content will meet accessibility standards as outlined in the Accessible Information and Communication Standards Regulation.

3. Capital Projects

When facilities are constructed or renovated, they are constructed to the current building code standards which considers accessibility. Larger projects employ architecture firms that are versed in this code, and they employ building code consultants that assess the design before it is constructed to ensure they meet compliance. Southern Health-Santé Sud currently has three large capital projects underway in the region which will provide much needed upgrades to all the regional centres. Openings of these buildings and services will take place between 2025 and 2027. New features will include braille on all the new signage, wheelchair accessible education sites, adult change tables, transport chairs.

Expected Outcomes:

Continue to employ current strategies to ensure that new construction and renovation projects meet current building code and accessibility standards.

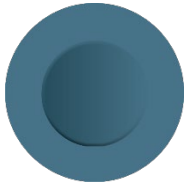
4. Accessibility Working Group

A working group will be established to maintain regulatory standards and ensure progress around the culture of accessibility within the organization. The membership to include a variety of leadership with roles that can impact change. In addition, we plan to regularly engage community members and staff from the disability community. This team would ensure that we would have a mechanism to review policies, recruitment initiatives, and monitor progress on our Accessibility Plan.

Expected Outcomes:

Improved awareness, knowledge and accountability.





Policies

The following policies and supporting documents are in place that assist in:

- Preventing discrimination for individuals with disabilities;
- Ensuring the safety of clients, patients, residents who have a disability;
- Providing access to programs/services and/or employment for individuals with disabilities

For clients/public

- ▶ [Pet Policy](#)
- ▶ [Interpreter Services](#)
- ▶ [Falls Prevention and Management](#)
- ▶ [Freedom from Abuse or Neglect of Patients & Residents in a Health Care Facility](#)

For employees

- ▶ [Disability Management Procedure](#)
- ▶ [Respectful Workplace](#)
- ▶ [Scent Fragrance Awareness in the Workplace](#)
- ▶ [Reasonable Accommodation](#)
- ▶ [Recruitment and Selection Guide](#)
- ▶ [Work from Home Program](#)

Additional resources to assist employees on how to make accessible documents.

- ▶ [Accessibility section in StaffNET](#)
 - [Resource Library \(developed by Shared Health\)](#)
 - [Creating Accessible Documents in Microsoft Word](#)
 - [Improving Acrobat PDF Accessibility](#)



